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**From:** Piro, Peter (DPH)  
**Sent:** Thursday, March 17, 2011 6:44 AM  
**To:** Saunders, Della (DPH); Corbett, Kate (DPH); Glazer, Lisa (DPH); O'Brien, Elisabeth (DPH); Khan, Annie (DPH); Frasca, Daniela (DPH); Renczkowski, Daniel (DPH); Tran, Mai (DPH); Salemi, Charles (DPH); Lawler, Michael (DPH); Tan, Zhi (DPH)  
**Subject:** FW: Response from Thomson Reuters Technical Support case# 00600087

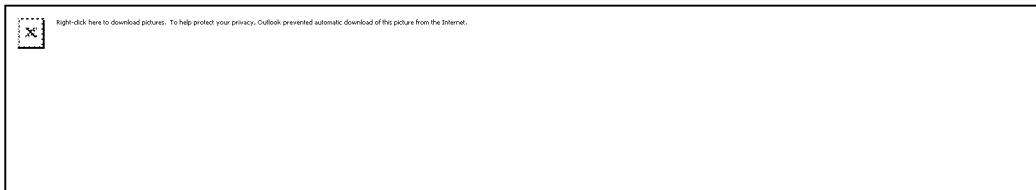
FYI

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**From:** Danforth, Deborah (DPH)  
**Sent:** Thursday, March 17, 2011 6:39 AM  
**To:** Piro, Peter (DPH); Hanchett, James (DPH)  
**Subject:** FW: Response from Thomson Reuters Technical Support case# 00600087

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**From:** mdx.techsupp=thomsonreuters.com\_\_rqparyvfv93n6kh@vmalz54956n0rnag.xrwqnn3vzv1hsu9z.w57h.0hedieay.0.bnc.salesforce.com  
[mailto:[mdx.techsupp=thomsonreuters.com\\_\\_rqparyvfv93n6kh@vmalz54956n0rnag.xrwqnn3vzv1hsu9z.w57h.0hedieay.0.bnc.salesforce.com](mailto:mdx.techsupp=thomsonreuters.com__rqparyvfv93n6kh@vmalz54956n0rnag.xrwqnn3vzv1hsu9z.w57h.0hedieay.0.bnc.salesforce.com)] **On Behalf Of** Customer Support  
**Sent:** Wednesday, March 16, 2011 11:39 AM  
**To:** deborah.danforth@state.ma.us  
**Subject:** Response from Thomson Reuters Technical Support case# 00600087



Case# 00600087

**Case Description:**

Establish Correct conversion contact, set for March 16th date.

**Response:**

Thank you for contacting the Customer Resource Center for Micromedex products. Your account has been set to Micromedex 2.0 default interface. To see the change go to [www.thomsonhc.com](http://www.thomsonhc.com) and you will now see a Micromedex 2.0 button. To bypass the gateway and go directly to Micromedex 2.0 use the following link [www.thomsonhc.com/micromedex2/librarian](http://www.thomsonhc.com/micromedex2/librarian) if you have links pointing to the Micromedex 1.0 [www.thomsonhc.com/hcs/librarian](http://www.thomsonhc.com/hcs/librarian) you will want to

replace them with the 2.0 URL.

Should you need further assistance, do not hesitate to contact technical support directly. You may also speak with any agent, the case number above will contain all necessary information.

Thank you,

Customer Resource Center  
Healthcare

**Thomson Reuters**

1-877-843-6796 Speak product name, Option 3 Customer Resource

Center

1-651-244-4000 Option 3 Customer Resource Center

For online technical support, including Knowledge Base Articles, FAQs, System Requirements, and Technical Documentation, please visit our support site at: <http://www.micromedex.com/support>.

For Electronic support, please use our on-line request forms

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